

CLAIMS

The following is claimed:

1 1. A system for providing medical care to a patient via a virtual call center,
2 comprising:
3 at least one patient digital processor capable of receiving and transmitting video and data,
4 wherein said at least one patient digital processor is controlled by at least one patient;
5 at least one medical care agent digital processor capable of receiving and transmitting
6 video and data to said patient digital processor, wherein said medical care digital processor is
7 controlled by at least one medical care agent;
8 at least one storage unit for storing information regarding said patient and characteristics
9 of said medical care agent; and
10 a medical care digital processor capable of receiving a request for medical care from said
11 patient via said patient digital processor, determining an appropriate medical care agent from
12 said storage unit to address said request for medical care, and connecting said patient digital
13 processor and said appropriate medical care agent, via said medical care agent digital processor,
14 as a result of said determination.

1 2. The system of claim 1, wherein said connection allows live video and data
2 transmission between said patient and said appropriate medical care agent.

1 3. The system of claim 1, wherein said medical care agent information is provided
2 by said medical care agent and is directly related to a medical purpose of said system.

1 4. The system of claim 1, wherein said medical care agent provides said
2 characteristics to said storage unit prior to said storage of said patient information within said
3 storage unit.

1 5. The system of claim 1, wherein a series of medical care agents are provided by
2 said system, and determination of said appropriate medical care agent is a reflection of the
3 amount of time said appropriate medical care agent has been logged on to said system waiting to
4 assist said patient.

1 6. The system of claim 1, wherein said system is provided within an Intranet.

1 7. The system of claim 1, wherein said determination of an appropriate medical care
2 agent from said storage unit is performed by comparing said patient information to said
3 characteristics of said medical care agent.

1 8. The system of claim 7, wherein said patient information is received by said
2 medical care agent digital processor receiving a Transmission Control Protocol/Internet Protocol
3 (TCP/IP) address of said patient information, within said storage unit, from said patient digital
4 processor.

1 9. The system of claim 1, wherein said patient digital processor is a multi-point
2 control unit and said medical care agent digital processor is a multi-point control unit.

1 10. The system of claim 1, wherein said medical care digital processor is capable of
2 receiving a request for an additional medical care agent from said medical care agent digital
3 processor, wherein a connection is then made between said patient digital processor, said
4 appropriate medical care agent, and said additional medical care agent.

1 11. A system for providing medical care to a patient via a virtual call center,
2 comprising:
3 at least one first means for receiving and transmitting video and data, wherein said first
4 means is controlled by at least one patient;
5 at least one second means for receiving and transmitting video and data to said first
6 means, wherein said second means is controlled by at least one medical care agent;
7 at least one means for storing information regarding said patient and characteristics of
8 said medical care agent; and
9 a means for receiving a request for medical care from said patient via said first means,
10 determining an appropriate medical care agent from said storing means to address said request
11 for medical care, and providing a connection between said first means and said appropriate
12 medical care agent, via said second means, as a result of said determination.

1 12. The system of claim 11, wherein said connection allows live video and data
2 transmission between said patient and said appropriate medical care agent.

1 13. The system of claim 11, wherein said medical care agent information is provided
2 by said medical care agent and is directly related to a medical purpose of said system.

1 14. The system of claim 11, wherein said medical care agent provides said
2 characteristics to said means for storing prior to said storage of said patient information within
3 said means for storing.

1 15. The system of claim 11, wherein a series of medical care agents are provided by
2 said system, and determination of said appropriate medical care agent is a reflection of the
3 amount of time said appropriate medical care agent has been logged on to said system waiting to
4 assist said patient.

1 16. The system of claim 11, wherein said system is provided within an Intranet.

1 17. The system of claim 11, wherein said determination of an appropriate medical
2 care agent from said means for storing is performed by comparing said patient information to
3 said characteristics of said medical care agent.

1 18. The system of claim 17, wherein said patient information is received by said
2 second means receiving a Transmission Control Protocol/Internet Protocol (TCP/IP) address of
3 said patient information, within said means for storing, from said patient digital processor.

1 19. A method for providing medical care to a patient via a virtual call center,
2 comprising the steps of:
3 creating a patient profile;
4 characterizing at least one medical care agent;
5 storing said patient profile and said characterization of said medical care agent;
6 upon receiving a request for medical care from said patient, analyzing said patient profile
7 to locate an appropriate medical care agent to address said request; and
8 providing live interaction between said patient and said appropriate medical care agent,
9 regardless of where the patient and medical care agent are located.

1 20. The method of claim 19, wherein said live interaction comprises video and data
2 transmission.

1 21. The method of claim 19, wherein said method is provided via the Internet

1 22. The method of claim 19, wherein said step of characterizing said medical care
2 agent is provided by said medical care agent and is directly related to a medical purpose of said
3 method.

1 23. The method of claim 19, wherein a series of medical care agents are provided by
2 said method, and said step of analyzing said patient profile to locate an appropriate medical care
3 agent to address said request is a reflection of the amount of time said appropriate medical care
4 agent has been logged on as available for said method to assist said patient.

1 24. The method of claim 19, wherein said method is provided within an Intranet.

1 25. The method of claim 19, further comprising the step of providing live interaction
2 between said patient, said appropriate medical care agent and a second medical care agent upon
3 receiving a request for medical care from said appropriate medical care agent.